

Annual Report to Tenants 2022-23



Welcome to this year's Annual Report to Tenants

Wheatley Homes Glasgow's performance over the past year is within the context of it having been a very challenging year. Despite a cost-of-living crisis, high inflation and rising costs, we have continued to focus on providing high-quality services and supporting tenants.

This report provides a summary of our performance reported to the Scottish Housing Regulator in our Annual Return on the Charter for 2022-23. You can find a more detailed version of the report here: www.wheatleyhomes-glasgow.com/about-us/media/library

Gross rent arrears

2022-23 **5.8%**

2021-22 **5.2%**

Scottish
average **6.9%**

Average length of time taken to re-let properties

2022-23 **20.6 days**

2021-22 **23.5 days**

Scottish
average **55.6 days**

Average time for a full response to complaints at Stage 1 (working days)

2022-23 **4.2 days**

2021-22 **4 days**

Scottish
average **5.8 days**

Average time for a full response to complaints at Stage 2 (working days)

2022-23 **18.2 days**

2021-22 **20.8 days**

Scottish
average **19.3 days**

(Wheatley Homes Glasgow outperformed the Scottish average for all of these figures)

Percentage of tenants who feel their rent is good value for money

2022-23 **79.4%***

2021-22 **79.4%***

Scottish
average **81.8%**

(* Same figure as past two years)

Rent collected as a percentage of total rent due

2022-23 **97.5%**

2021-22 **98.9%**

Scottish
average **99%**

Rent lost through properties being empty

2022-23 **0.5%**

2021-22 **0.6%**

Scottish
average **1.4%**

Average time to complete medical adaptations (calendar days)

2022-23 **23 days**

2021-22 **38.2 days**

Scottish
average **46.8 days**

Average time to complete non-emergency repairs

2022-23 **8.9 days**

2021-22 **8.1 days**

Scottish average **8.7 days**

(* Same figure as past two years)

Satisfaction with repairs or maintenance in last 12 months

2022-23 **89.8%**

2021-22 **88.8%**

Scottish average **88%**

Reactive repairs completed right first time

2022-23 **91.5%**

2021-22 **91%**

Scottish average **87.8%**

Gas safety

Number of times the statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check was not met

2022-23 **0**

2021-22 **0**

**Percentage of tenants
who were happy with
opportunities to participate
in decision making**

2022-23 **80.1%***

2021-22 **80.1%***

Scottish
average **85.9%**

(* Same figure as past two years)

**Tenants satisfied with
their landlord keeping
them informed about their
services and decisions**

2022-23 **88.2%***

2021-22 **88.2%***

Scottish
average **89.7%**

(* Same figure as past two years)

**Tenants satisfied with the
overall service**

2022-23 **88%***

2021-22 **88%***

Scottish
average **86.7%**

(* Same figure as past two years)

Listening to tenants

Tenants play an important role in helping Wheatley Homes Glasgow improve our services. Your views really matter and help shape what we do.

Homes and communities

You told us you wanted us to build more family homes. We'll build around 160 family homes over the next five years. On allocations, you said we could make our priority bands clearer and provide more information, which we have done.

Your repairs

Listening to you helped us improve the repairs service too. Our new, specialist MyRepairs team helps get repairs sorted quickly. We're also focusing on damp and mould.

We improved communication around repairs with 'Book It, Track It, Rate It', which updates tenants on when a tradesperson will arrive and helps us reduce failed appointments. The instant feedback helps us make further improvements. We'll also look at expanding it to cover a wider range of repairs.

Engaging with tenants

Giving tenants real influence over decision-making remained a priority. Focus groups – on repairs, for example – help us improve our services. Surveys, neighbourhood walkabouts, open days and other ways tenants make their voices heard make sure we reflect your priorities.

We introduced patch newsletters to keep tenants updated on developments in their local area. Other newsletters give tenants feedback on events we held and changes we are making.



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